# VII. M aintenance and R epair Test Section

## *A. Overview*

The purpose of this section is to define the specific maintenance and repair tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's maintenance of business with CLECs. ~~needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.~~

## *B. Scope*

The maintenance and repair test scope is defined in the following table.~~by the following test dimensions: interface, test objective, product category, and test technique.~~ The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

~~The test cycles are based on those combinations of test dimensions required within the scope of the Georgia Order.~~

| ***Test Cycle*** | ***Test Dimensions*** | | | |
|---|---|---|---|---|
| | ***Interface*** | ***Primary Test Objective*** | ***Product Category*** | ***Test Technique*** |
| M&R-1: TAFI Functional Test | TAFI | Functionality | UNE | Transaction Processing |
| M&R-2: ECTA Functional Test | ECTA | Functionality | UNE | Transaction Processing |
| M&R-3: ECTA Normal Volume Performance Test | ~~TAFI~~ECTA | Volume Performance ~~& Scalability~~ | Resale UNE | Transaction Processing |
| M&R-~~4~~: ECTA Peak Volume Performance Test | ECTA | Volume Performance ~~& Scalability~~ | Resale UNE | Transaction Processing |
| M&R-5: TAFI Capacity Management~~Scalability~~ Evaluation | TAFI | Processing Capacity ~~Volume & Scalability~~ | Resale UNE | Inspection Interview~~Observation Scale~~ |

| Test Cycle | Test Dimensions | | | |
|---|---|---|---|---|
| | Interface | Primary Test Objective | Product Category | Test Technique |
| M&R-6: ECTA Capacity Management~~Scalability~~ Evaluation | ECTA | Processing Capacity ~~Volume & Scalability~~ | Resale UNE | Inspection Interview |
| M&R-7: M&R Performance Results Comparison | TAFI/ ECTA | Performance Reporting | Resale UNE | Performance Comparison, Inspection Interview~~Perf ormance~~ |
| M&R-8: TAFI Documentation Evaluation | TAFI | Documentation | Resale UNE | Document Review Interview |
| M&R-9: ECTA Documentation Evaluation | ECTA | Documentation | Resale UNE | Document Review Interview |
| M&R-10: M&R Process Evaluation | TAFI ECTA | Performance | Resale UNE | Document Review Inspection Interview |

**Note:** Since TAFI is in large volume production in BellSouth's retail environment, no volume or peak tests are planned.

*Figure VII-I: Maintenance & Repair Test Cycles*

# C. Test Cycles

## 1.0 M& R-1: TAFI Functional Test

### 1.1 Description

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth's production environment. This test cycle will be executed by exercising a defined set of TAFI functions associated with trouble

management activities ~~submitting trouble reports~~ against ~~two varieties of~~ test bed accounts. ~~(both of which are addressed in Appendix B-5: M & R Scenarios):~~

~~- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and~~

~~- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions~~

~~TAFI functionality will be reviewed along with the documentation addressing its use.~~ The functional elements of TN-based UNE trouble reporting and screening to be specifically targeted by this ~~Test~~test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions.

TAFI functionality will be reviewed along with the documentation addressing its use. ~~This test cycle will address these functions from trouble typesfound in the test cases. As a result,~~ BellSouth will be required to identify or establish a test bed of ~~existing~~ TN-based UNE customer accounts for the purpose of this test. ~~that have been stable (active and without trouble) for a minimum of 30 days prior to initiating the embedded base M&R test cases.~~

The Test ~~Cycle~~ Manager will coordinate with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will also be collected through test management tools and delivered to the M&R Performance Results Comparison Test (M&R-7) and KPMG as inputs to their respective test execution functions.~~

## 1.2 Objective

The objective of the TAFI Functional Test is to validate the existence of TAFI trouble reporting and screening functionality for telephone number-assigned UNE customers in accordance with the CLEC TAFI End User Training and User Guide.

## 1.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

~~- A portion of the provisioning scenarios in O&P-1 and O&P-2 for the obtrusive, fault introduction portion of the scenarios must be completed.~~

- CLEC TAFI End-User Training and User Guide ~~must be~~ obtained.

~~- Legacy systems and trouble ticket process flows must be mapped.~~

- BellSouth's and ~~HP~~KPMG's performance measurement tracking systems ~~must be~~ prepared to track test transactions.

~~Test scenarios must be selected. (Refer to **Appendix B-5.**)~~

- BellSouth test -bed customer account data ~~must be~~ loaded and verified by Test Manager.

- Expected result files and test logs ~~must be~~ completed.

- Test management tools ~~must be~~ installed and fully configured with test account data.

~~Integrated test management tools must be installed and configured.~~

~~Test scripts (transaction content) must be completed and loaded.~~

~~Test case execution must be scheduled.~~

~~Detailed test cycle checklist must be created.~~

~~Test logs must have been created and results reporting template completed.~~

- TAFI Aaccount and security access tools ~~TAFI must be~~ established.

- TAFI terminal stations ~~must be~~ established and configured.

- TAFI connectivity ~~must be~~ established ~~and tested following BST access and security guidelines~~.

- Test execution team ~~must be~~ identified, scheduled, and trained. ~~(including TAFI trouble resolution process and M&R test tools).~~

- Test Plan and ~~E~~evaluation criteria ~~must be~~ defined and approved.

~~BST's TAFI system/process documentation for trouble resolution must be obtained.~~

~~Location for TAFI testing must be determined.~~

~~ID's and terminals must be assigned to test team for training and testing.~~

## 1.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate TAFI functionality.

| ***Objective: Functionality, Documentation, Interface*** ***Test Technique: Transaction Processing*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| Trouble Reports | Create trouble report. |
| | Modify trouble report. |
| | Create repeat report. |
| | Create subsequent report. |
| | Retrieve LMOS recent status report. |
| | Execute manual queuing capabilities |
| | Execute supervisor functions |
| Access to Test Capability | Initiate port and loop-port test. |
| | View port and loop-port test results. |
| | Obtain customer line record. |
| | Obtain predictor results. |
| | View DLR (Display Line Record). |
| | View SOCS pending order (open issue). |
| | Close trouble report. |
| | Cancel trouble report. |
| Access Error Reports | Reset communications. |
| | Host request errors. |
| Trouble History | Retrieve trouble history. |
| Trouble Status | View pending ticket status. |

*Figure VII-II: TAFI Functional Test Scope*

### *1.5 Test Activities*

1. Review detailed test cycle checklist to ensure that all activities are addressed.
2. Assign TAFI Ids and assign terminals for testing.
3. Submit TAFI test case transactions according to schedule.
4. Log transaction identifier(s) and submission date/time stamp.
5. Receive transaction responses.
6. Log transaction identifier(s) and receipt date/time stamp.
7. ~~Format transaction response for comparator evaluation.~~
8. ~~Match transaction response to original transaction.~~
7.9. Verify that transaction response contains expected results.
8. Analyze timeliness performance.
9.10. Flag any exceptions or mismatched responses and determine next steps in exception process.
11. ~~Review any exceptions to identify source.~~
12. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
13. ~~Log exceptions in exception reporting template.~~
14. ~~Troubleshoot exceptions and determine resolution procedures.~~
15. ~~Resolve exceptions in accordance with the exception resolution process.~~
16. ~~Determine if test cycle should continue. (If not, go to step 20.)~~
17. ~~Take corrective actions, resubmit transaction(s) and update test scenario and/or test case documents.~~
18. ~~Increment transaction version numbers and resubmit transaction.~~
19. ~~Log resubmission transaction identifier(s) and submission date/time stamp.~~
20. ~~Review comparator results and identify pending/open transactions.~~
21. ~~Determine next steps in exception resolution process.~~
10. Generate test results report.~~5.~~
22.
23. ~~Calculate and report performance metrics.~~

## 1.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.

~~- Disaggregated performance metrics report must be completed.~~

~~- *Expected versus actual* results report must be completed.~~

- Exceptions resolution activities and reports ~~count report must be~~ completed.

- Expected results versus actual test case results reported.

- Test report generated.

- Exit review completed.

~~- Exception report due to documentation must be delivered to TAFI Documentation Evaluation Test.~~

~~- Post-mortem analysis for test cycle must be conducted.~~

~~- Test cycle summary report must be created.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~- Disaggregated performance metrics report and raw electronic data must be delivered to M&R Performance Results Comparison Test.~~

# *2.0 M& R-2: ECTA Functional Test*

## 2.1 Description

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts. ~~submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M & R Scenarios):~~

~~- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and~~

~~- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions~~

~~ECTA functionality will be reviewed in conjunction with the documentation addressing its use.~~ The functional elements of TN-based and circuit identified UNE trouble reporting and screening to be ~~specifically~~ targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, access to test capabilities, access to trouble reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system.

ECTA functionality will be reviewed in conjunction with the documentation addressing its use.

~~This test cycle will address these functions from trouble types found in the test cases. As a result,~~ BellSouth will be required to identify or establish a test bed of existing TN-based and circuit-identified UNE customer accounts for the purpose of this test. ~~that have been stable (active and without trouble) for a minimum of 30 days prior to initiating the embedded base M&R test cases.~~

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R 7) and the Approval Team as inputs to their respective test execution functions.~~

## 2.2 Objective

The objective of the ECTA Functional Test is to validate the existence of ECTA trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

## 2.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

~~A portion of the provisioning scenarios in O&P 1 and O&P 2 for the obtrusive, fault introduction portion of the scenarios must be completed.~~

- ECTA documentation ~~must be~~ obtained.

~~Legacy systems and trouble ticket process flows must be mapped.~~

- BellSouth's and ~~HP~~KPMG's performance measurement tracking systems ~~must be~~ prepared to track test transactions.

~~Test scenarios must be selected. (Refer to **Appendix B 5.**)~~

- BellSouth test_-bed customer account data ~~must be~~ loaded and verified by Test Manager.
- Expected result files and test logs ~~must be~~ completed.
- Test management tools ~~must be~~ installed and fully configured with test account data.

~~- Integrated test management tool must be installed and configured.~~

~~- Test scripts (transaction content) must be completed and loaded.~~

~~- Test case execution must be scheduled.~~

~~- Detailed test cycle checklist must be created.~~

~~- Test logs must have been created and results reporting template completed.~~

- ECTA ~~A~~account and security access tools ~~ECTA must be~~ established.
- ECTA terminals ~~must be~~ established and configured.
- ECTA connectivity ~~must be~~ established._ ~~and tested following BST access and security guidelines.~~
- Test execution team ~~must be~~ identified, scheduled, and trained. ~~(including ECTA trouble resolution process and M&R test tools).~~
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~- BST's ECTA system/process documentation for trouble resolution must be obtained.~~

~~- Location for ECTA testing must be determined.~~

~~- IDs and terminal must be assigned to test team for training and testing.~~

## 2.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ECTA functionality.

| Objective: Functionality<br>Test Technique: Transaction Processing | |
|---|---|
| **Sub-Process** | **Function** |
| Trouble Reports | Create trouble report. |
| | Modify trouble report. |
| | ~~Create repeat report~~Cancel trouble report. |
| | ~~Create subsequent report.~~ |
| | ~~Retrieve LMOS recent status report: TN troubles (LMOS).~~ |
| | ~~Retrieve WFA recent status report : ckt id (WFA).~~ |
| ~~Access to Test Capability~~ | ~~Initiate port and loop-port test.~~ |
| | ~~View port and loop-port test results.~~ |
| | ~~Close trouble report.~~ |
| | ~~Cancel trouble report.~~ |
| ~~Access Error Reports~~ | ~~Receive error response.~~ |
| | ~~Reset communications.~~ |
| | ~~Host request errors.~~ |
| Trouble Status | ~~Retrieve pending~~ Request trouble ticket status. |

*Figure VII-III: ECTA Functional Test Scope*

## 2.5 Test Activities

1. Review detailed test cycle checklist to ensure that all activities are addresseds.
2. Assign ECTA Ids and ~~assign~~ terminals for testing.
3. Submit ECTA test case transactions according to schedule.
4. Log transaction identifier(s) and submission date/time stamp.

5. Receive transaction responses.
6. Log transaction identifier(s) and receipt date/time stamp.
~~7. Format transaction response for comparator evaluation.~~
~~8. Match transaction response to original transaction.~~
7.~~9.~~ Verify that transaction response contains expected results.
8. Analyze timeliness performance.
9.~~1~~ Flag any exceptions or mismatched responses and determine next steps in
~~0.~~ exception resolution process.
~~11. Review any exceptions to identify source.~~
~~12. Report any *Severity 1, 2, and 3* test exceptions.~~
~~13. Log exceptions in exception reporting template.~~
~~14. Troubleshoot exceptions and determine resolution procedures.~~
~~15. Resolve exceptions in accordance with exception resolution process.~~
~~16. Determine if test cycle should continue. (If not, go to step 20.)~~
~~17. Take corrective actions, resubmit transaction(s), and update test scenario and/or test case documents.~~
~~18. Increment transaction version numbers and resubmit transaction.~~
~~19. Log resubmission transaction identifier(s) and submission date/time stamp~~
~~20. Review comparator results and identify pending/open transactions.~~
~~21. Determine next steps in exception resolution process.~~
10. Generate test results reports.
~~22.~~
~~23. Calculate and report performance metrics.~~

## 2.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Disaggregated performance metrics report must be completed.~~

~~- *Expected versus actual* results report must be completed.~~

~~- Exceptions count report must be completed.~~

~~- Exceptions report due to documentation must be delivered to ECTA Documentation Evaluation Test.~~

~~- Post mortem analysis for test cycle must be conducted.~~

~~- Test cycle summary report must be created.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~- Disaggregated performance metrics report and raw data must be delivered to M&R Performance Results Comparison Test.~~

## *3.0 M& R-3: ECTA Normal Volume Performance Test*

### 3.1 Description

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

The normal volume forecast will be developed across BellSouth's entire nine-state region ~~(not Georgia only)~~ as described in **Appendix C: Volume Analysis**. The ~~Test~~test will be executed during two ten-hour periods by modeling the expected normal daily usage (*e.g.*, the off-peak nighttime hour loads will be excluded~~ignored~~ for the ~~Test~~test). Trouble transaction loads will be distributed geographically across multiple Georgia COs to more accurately reflect a realistic operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

~~The test scenarios to be used in the ECTA Normal Volume Performance Test are described in **Appendix B-5: M & R Scenarios**.~~

The Test ~~Cycle~~ Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R 7) and the Approval Team as inputs to their respective test execution functions.~~

## 3.2 Objective

The objective of the ECTA Normal Volume Performance Test is to measure the performance of the ECTA interface under normal projected YE01 transaction loads.

## 3.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- M&R-2: ECTA Functional Test ~~must be~~ successfully completed.
- Test transaction tracking data elements ~~must be~~ identified.
- Normal volume level ~~must be~~ defined.
- BellSouth's and ~~HP~~KPMG's performance measurement tracking systems ~~must be~~ prepared to track transactions.
- Successful certification testing for ~~TTG~~ECTA ~~must be~~ completed.

~~Test scenarios must be selected. (Refer to **Appendix B-5**.)~~

~~BellSouth test bed customer account data must be loaded and verified by Test Manager.~~

~~Expected result files must be completed.~~

~~Test management tools must be installed and fully configured with test account data.~~

~~Integrated test management tool must be installed and configured.~~

~~Test scripts (transaction content) must be completed and loaded.~~

~~Test case execution must be scheduled.~~

~~Detailed test cycle checklist must be created.~~

~~Test logs must have been created and results reporting template completed.~~

~~Account and security access to ECTA must be established.~~

~~ECTA test tools must be configured.~~

~~ECTA connectivity must be established and tested following BST access and security guidelines.~~

~~- Test execution team must be identified, scheduled, and trained (including ECTA trouble resolution process and M&R test tools).~~

- Test Plan ~~and evaluation criteria must be~~ defined and approved.

~~- BST's ECTA system/process documentation for trouble resolution must be obtained.~~

~~- Exception reporting process must have been completed and forms must be developed.~~

~~- Location for ECTA testing must be determined.~~

~~- IDs and terminal must be assigned to test team for training and testing.~~

## 3.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ECTA normal performance.

| ***Objective: Functionality, Volume & ~~Scalability~~Performance, and Interface***<br>***Test Technique: Transaction Processing*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| Submit Trouble Transactions in Projected Normal Volumes | Create trouble report. |
| | Modify trouble report. |
| | ~~Retrieve LMOS recent status report: TN troubles (LMOS)~~ Cancel trouble report. |
| | ~~Retrieve WFA recent status report: CKT ID troubles (WFA)~~Request trouble ticket status. |
| | ~~Receive error response~~View trouble ticket notifications. |
| | ~~Reset communications.~~ |
| | ~~Host request errors.~~ |

| *Objective: Functionality, Volume & ~~Scalability~~Performance, and Interface*<br>*Test Technique: Transaction Processing* | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| | ~~Retrieve pending ticket status.~~ |

*Figure VII-IV:- ECTA Normal Volume Performance Test Scope*

## 3.5 Test Activities

~~1. Review detailed test cycle checklist to ensure that all activities are addressed.~~

~~2. Assign ECTA Ids and assign terminals for testing.~~

1.~~3.~~ Submit ECTA test case transactions according to schedule.

~~4. Log transaction identifier(s) and submission date/time stamp.~~

~~5. Receive transaction responses.~~

2.~~6.~~ Log transaction identifier(s) and critical performance responsiveness~~receipt date~~/time stamp information.

~~7. Format transaction response for comparator evaluation.~~

~~8. Match transaction response to original transaction.~~

3.~~9.~~ Verify that transaction responses meet~~contains~~ expected results.

4.~~1~~ Flag any exceptions or mismatched responses and determine next steps in ~~0.~~ exception resolution process.

~~11. Review any exceptions to identify source.~~

~~12. Report any *Severity 1, 2, and 3* test exceptions.~~

~~13. Log exceptions in exception reporting template.~~

~~14. Troubleshoot exceptions and determine resolution procedures.~~

~~15. Resolve exceptions in accordance with exception resolution process.~~

~~16. Determine if test cycle should continue. (If not, go to step 20.)~~

~~17. Take corrective actions, resubmit transaction(s) and update test scenario and/or test case documents.~~

~~18. Increment transaction version numbers and resubmit transaction.~~

~~19. Log resubmission transaction identifier(s) and submission date/time stamp.~~

~~20. Review comparator results and identify pending/open transactions.~~

~~21. Determine next steps in exception resolution process.~~

5. Perform volume responsiveness analysis.

6.~~2~~ Generate test results reports.

~~2.~~

~~23. Calculate and report performance metrics.~~

## 3.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Disaggregated performance metrics report must be completed.~~

~~- *Expected versus actual* results report must be completed.~~

~~- Exceptions count report must be completed.~~

~~- Exceptions report due to documentation must be delivered to ECTA Documentation Evaluation Test.~~

~~- Post-mortem analysis for test cycle must be conducted.~~

~~- Test cycle summary report must be created.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~- Disaggregated performance metrics report and raw electronic data must be delivered to M&R Performance Results Comparison Test.~~

# *4.0 M& R-4: ECTA Peak Volume Performance Test*

## 4.1 Description

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test

(M&R-3) and will utilize a sample of- resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. The methodology and calculations are discussed further in **Appendix C: Volume Analysis**.

The peak volume test will be executed during two separate eight-hour periods. BellSouth will ensure that customer test accounts are established and configured accordingly. Trouble transaction loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment. ~~BellSouth will ensure that customer test accounts are established and configured accordingly.~~

~~The test scenarios to be used in the ECTA Peak Volume Performance Test are described in **Appendix B 5: M & R Scenarios.**~~

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R 7) and the Approval Team as inputs to their respective test execution functions.~~

## 4.2 Objective

The objective of the ECTA Peak Volume Performance Test is to measure the performance of the ECTA interface under peak projected YE01 transaction loads.

## 4.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- M&R-3: ECTA Normal Volume Test ~~must be~~ successfully completed.
- Test transaction tracking data elements ~~must be~~ identified.
- Peak level volume ~~must be~~ defined.
- BellSouth's and ~~HP~~KPMG's performance measurements tracking systems ~~must be~~ prepared to track transactions.
- Successful certification testing for ECTA test tools ~~must be~~ completed.

- ~~Test scenarios must be selected. (Refer to **Appendix B-5.**)~~

- ~~BellSouth test bed customer account data must be loaded and verified by the Test Manager.~~

- ~~Expected result files must be completed.~~

- ~~Test management tools must be installed and fully configured with test account data.~~

- ~~Integrated test management tool must be installed and configured.~~

- ~~Test scripts (transaction content) must be completed and loaded.~~

- ~~Test case execution must be scheduled.~~

- ~~Detailed test cycle checklist must be created.~~

- ~~Test logs must have been created and results reporting template completed.~~

- ~~Account and security access to ECTA must be established.~~

- ~~ECTA test tools must be configured and tested following BST access and security guidelines.~~

- ~~ECTA connectivity must be established.~~

- ~~Test execution team must be identified, scheduled, and trained (including ECTA trouble resolution process and M&R test tools).~~

- Test Plan ~~and evaluation criteria must be~~ defined and approved.

- ~~BST's ECTA system/process documentation for trouble resolution must be obtained.~~

- ~~Location for ECTA testing must be determined.~~

- ~~IDs and terminal must be assigned to test team for training and testing.~~

## 4.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ECTA peak performance.

| *Objective: Functionality, Volume & ~~Scalability~~Performance, and Interface*<br>*Test Technique: Transaction Processing* | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| Submit Trouble Transactions in Projected ~~Normal~~ Peak Volumes | Create trouble report. |
| | Modify trouble report. |
| | ~~Retrieve LMOS recent status report: TN troubles (LMOS).~~Cancel trouble ticket. |
| | ~~Retrieve WFA recent status report: CKT ID troubles (WFA)~~Request trouble ticket status. |
| | ~~Receive error response~~View trouble ticket status. |
| | ~~Reset communications.~~ |
| | ~~Host request errors.~~ |
| | ~~Retrieve pending ticket status.~~ |

*Figure VII-V:- ECTA Peak Volume Performance Test Scope*

## 4.5 Test Activities

~~1. Review detailed test cycle checklist to ensure that all activities are addressed.~~

~~2. Assign ECTA Ids and assign terminals for testing.~~

1~~3~~. Submit ECTA test case transactions according to schedule.

~~4. Log transaction identifier(s) and submission date/time stamp.~~

~~5. Receive transaction responses.~~

2~~6~~. Log transaction identifier(s) and ~~receipt~~ critical performance responsiveness/date/time stamp information.

~~7. Format transaction response for comparator evaluation.~~

~~8. Match transaction response to original transaction.~~

9. Verify that transaction responses meet ~~contains~~ expected results.

10. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.

~~11. Review any exceptions to identify source.~~

~~12. Report any *Severity 1, 2, and 3* test exceptions.~~

~~13. Log exceptions in exception reporting template.~~

~~14. Troubleshoot exceptions and determine resolution procedures.~~

~~15. Resolve exceptions in accordance with exception resolution process.~~

~~16. Determine if test cycle should continue. (If not, go to step 20.)~~

~~17. Take corrective actions, resubmit transaction(s), and update test scenario and/or test scenario and/or test case documents.~~

~~18. Increment transaction version numbers and resubmit transaction.~~

~~19. Log resubmission transaction identifier(s) and submission date/time stamp.~~

~~20. Review comparator results and identify pending/open transactions.~~

21. ~~Determine next steps in exception resolution process~~Perform volume responsiveness analysis.

22. Generate test results reports.

~~23. Calculate and report performance metrics.~~

## 4.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Disaggregated performance metrics report must be completed.~~

~~*Expected versus actual* results report must be completed.~~

~~Exceptions count report must be completed.~~

~~- Exceptions report due to documentation must be delivered to ECTA Documentation Evaluation Test.~~

~~- Post-mortem analysis for test cycle must be conducted.~~

~~- Test cycle summary report must be created.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~- Disaggregated performance metrics report and raw electronic data must be delivered to M&R Performance Results Comparison Test.~~

## *5.0 M& R-5: TAFI ~~Scalability Evaluation~~Capacity Management Evaluation*

### 5.1 Description

The TAFI ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~technical architecture and direct maintenance and support processes for~~ the TAFI interface.~~application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future TAFI technology architecture.~~

### 5.2 Objective

The objective of ~~the~~ this evaluation ~~TAFI Scalability Evaluation~~ is to determine the extent to which ~~degree to which~~procedures to accommodate increases in ~~the~~ TAFI system transaction volumes and users are being actively managed.~~application and the associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.~~

### 5.3 Entrance Criteria

- Global Entrance Criteria ~~must be s~~satisfied.
- Availability of documentation identified as input.
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.

~~- TAFI technical documentation must be identified and obtained:~~

~~- Subsystem design~~

~~- Software architecture~~

~~- Technology architecture~~

~~- Data model~~

~~- Data communication architecture.~~

~~- Scalability evaluation matrix must be completed.~~

~~- Interview guide/questionnaire must be completed.~~

~~- Technical resources must be identified and scheduled for interviews.~~

~~- Test Plan and evaluation criteria must be defined and approved.~~

## 5.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes involved in evaluating the management processes and capabilities of BellSouth to support capacity changes in the TAFI process. ~~and functions to evaluate TAFI scalability.~~

| ***Objective: ~~Volume & Scalability~~Capacity Management*** ***Test Technique: Inspection and Interview*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| TAFI Capacity Management~~Scalability~~ | Evaluate ~~technical architecture.~~business volume tracking and forecasting. |
| | Evaluate resource usage tracking and forecasting. |
| | Evaluate performance management processes. |
| | ~~Evaluate operations support resources.~~Evaluate capacity management processes. |

*Figure VI-VI: TAFI ~~Scalability~~ Capacity Management Test Scope*

## 5.5 Test Activities

The test scope will address the following sub-processes and functions to evaluate TAFI capacity management.

1. ~~Identify all system documentation available for review.~~Review procedural and other documentation related to TAFI capacity management.
2. ~~Conduct structured review of technical documentation.~~
3. Conduct interviews with key systems administration ~~development~~ and support personnel as appropriate.
4. Document findings.
5. ~~Report all *Severity 1, 2, and 3* test exceptions.~~ Resolve exceptions.

## 5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Scalability evaluation matrix must be completed.~~

~~- Interviews must be completed and summarized.~~

~~- Summary findings document must be completed.~~

~~- Technical evaluations must be completed.~~

~~- Operational support evaluations must be completed.~~

~~- Results summary and reports must be delivered to KPMG.~~

## *6.0 M& R-6: ECTA ~~Scalability~~ Capacity Management Evaluation*

### 6.1 Description

The ECTA Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the ECTA interface.

~~The ECTA Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the ECTA application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ECTA technology architecture.~~

### 6.2 Objective

The objective of ~~the ECTA Scalability Evaluation~~this evaluation is to determine the extent~~degree~~ to which procedures to accommodate increases in the ECTA system transaction volumes and users are being actively managed.

~~application and the associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.~~

### 6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled
- Detailed evaluation checklists developed.

~~ECTA technical documentation must be identified and obtained:~~

~~Subsystem design~~

~~Software architecture~~

~~Technology architecture~~

~~Data model~~

~~- Data communication architecture~~

~~- Scalability evaluation matrix must be completed.~~

~~- Interview guide/questionnaire must be completed.~~

~~- Technical resources must be identified and scheduled for interviews.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

## 6.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes involved in evaluating the management processes and capabilities of BellSouth to support capacity changes in the ECTA process. ~~The test scope will address the following sub-processes and functions to evaluate ECTA scalability.~~

| ***Objective: ~~Volume &~~Capacity Management ~~Scalability~~*** ***Test Technique: Inspection and Interview*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| ECTA ~~Scalability~~ Capacity Management | Evaluate business volume tracking and forecasting. ~~Evaluate technical architecture.~~ |
| | Evaluate resource usage tracking and forecasting. ~~Evaluate operations support resources.~~ |
| | Evaluate performance management processes. |
| | Evaluate capacity management processes. |

*Figure VII-VII: ECTA ~~Scalability~~ Capacity Management Evaluation Test Scope*

## 6.5 Test Activities

The test scope will address the following sub-processes and functions to evaluate ECTA capacity management.

1. Review procedural and other documentation related to ECTA capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

~~1. Identify all system documentation available for review.~~
~~2. Conduct structured review of technical documentation.~~
~~3. Conduct interviews with key development and support personnel.~~
~~4. Document reviews.~~
~~5. Report all *Severity 1, 2, and 3* test exceptions.~~

## 6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Scalability evaluation matrix must be completed.~~
~~- Interviews must be completed and summarized.~~
~~- Summary findings document must be completed.~~
~~- Technical evaluations must be completed.~~
~~- Operational support evaluations must be completed.~~
~~- Results summary and reports must be delivered to KPMG.~~

## *7.0 M& R-7: M& R Performance Results Comparison*

### 7.1 Description

The M&R Performance Results Comparison is a comparative analysis of M&R performance results collected by KPMG test management tools and by ~~the Test at the Build and those collected by~~ BellSouth's OSS performance measurement system~~s from BellSouth's OSS~~. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test ~~will~~ be compared to BellSouth's performance ~~measurement systems~~results; accuracy and trends will be identified; ~~variances and trends will be identified;~~ and disparities will be analyzed for significance.

### 7.2 Objective

The objective of the M&R Performance Results Comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using ~~-~~Build test transactions.

### 7.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Results comparison strategy defined.
- Target M&R performance metrics ~~must be~~ identified.
- ~~The lowest level of BellSouth M&R performance measure tracking must be identified.~~
- Keys required for BellSouth to separate Build transactions ~~must be~~ identified.
- TAFI/ECTA Functional Tests ~~must be~~ completed with disaggregated performance metrics reports (including raw data in electronic form).
- Functional tests will include faults where appropriate.
- ECTA Normal and Peak Volume Performance Tests ~~must be~~ completed with disaggregated performance metrics reports (including raw data in electronic form).
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

- Guidelines for measuring variances defined.

## 7.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to compare performance results.

| ***Objective: Performance***<br>***Test Technique: Performance Comparison*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| Missed Repair Appointment | UNE Designed. |
| | UNE Non-Designed. |
| Percentage of Subsequent Reports | UNE Designed. |
| | UNE Non-Designed. |
| | ~~UNE Non-Designed.~~ |
| Maintenance Average Duration | UNE Designed. |
| | UNE Non-Designed. |
| Out of Service > 24 Hours | UNE Designed. |
| | UNE Non-Designed. |
| Repeat Troubles within 30 Days | UNE Designed. |
| | UNE Non-Designed. |
| OSS Response Interval | UNE Designed. |
| | UNE Non-Designed. |
| Average Answer Time | UNE Designed. |
| | UNE Non-Designed. |

*Figure VII-VIII: M& R Performance Results Comparison Test Scope*

## 7.5 Test Activities

1. Acquire and format BellSouth performance data files.
2. Compare disaggregated BellSouth performance results with Build performance results.
3. Flag any unexplained variance(s) in results comparison and determine next steps in exception and resolution process.
4. ~~Log unexplained variances in exceptions reporting template.~~
5. ~~Identify and quantify root cause(s) for variances in results.~~
6. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
7. ~~Troubleshoot unexplained variances and determine resolution procedure.~~
8. ~~Resolve unexplained variances in accordance with the exception resolution process.~~
9. ~~Determine if test cycle should continue.~~
10. ~~Take corrective action and continue the test cycle.~~
11. Generate comparative analysis results reports.

## 7.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Comparative analysis report ~~must be~~ completed.
- ~~Measure~~ Results variance findings ~~must be~~ documented.
- Exceptions report completed.
- Test cycle results summary report ~~must be created~~completed.
- Exit review completed.

~~Results summary and reports must be delivered to KPMG.~~

# *8.0 M& R-8: TAFI Documentation Evaluation*

## 8.1 Description

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for

maintenance and repair activities. This evaluation is intended to review the availability, ~~quality,~~ accuracy, and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This ~~Test~~test uses records of observations from M&R-1: TAFI Functional Test and CLEC TAFI End User Training Manuals to identify exceptions in documentation and functionality described in the business rules.

## 8.2 Objective

The objective of the TAFI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs into understanding how to implement and use all of the TAFI functions available to them.

## 8.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- TAFI documentation ~~must be~~ obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklists ~~must be~~ completed.
- ~~Exceptions report due to documentation from M&R 1: TAFI Functional Test must be obtained.~~
- ~~Execution team must be identified, trained, and staffed.~~
- Test Plan and evaluation criteria ~~must be~~ defined and approved.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Exception reports due to documentation from M&R 1: TAFI Functional Test obtained.
- BellSouth and CLEC documentation order specialist and user contact information obtained.
- Process for logging incidents defined and accepted.

## 8.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions ~~materials sub-processes and functions~~ to evaluate TAFI documentation along with additional relevant information identified during the test.

| ***Objective: Documentation*** ***Test Technique: Document Review and Interview*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| M&R Documentation | CLEC TAFI End-User Training and User Guide. |
| | CLEC Training Guide (M&R Sections). |
| | TAFI Online Help. |
| | Carrier Notifications on BellSouth's website. |

*Figure VII-IX: -TAFI Documentation Evaluation Test Scope*

## 8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log ~~exceptions~~ incidents noted during test. ~~tool implementation and Certification Testing.~~
6. Compile results.
7~~6~~. ~~Compile results.~~Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

## 8.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Documentation checklists ~~must be~~ completed.
- Interview summaries ~~must be~~ completed.

- Exception report(s) completed.

~~- Exception log must be completed.~~

- Summary evaluation report ~~must be~~ completed.

- Exit review completed.

~~- Results summary and reports must be delivered to KPMG.~~

## *9.0 M& R-9: ECTA Documentation Evaluation*

### 9.1 Description

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the ~~quality~~availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This ~~Test~~test will use records of observations from M&R-2: ECTA Functional Test and CLEC ECTA End User ~~J~~oint Implementation Agreement (~~J~~A) to identify exceptions in documentation and functionality described in the business rules.

### 9.2 Objective

The objective of the ECTA Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs int~~o~~ understanding how to implement and use all of the ECTA functions available to them.

### 9.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

- ECTA documentation ~~must be~~ obtained.

- Teams staffed, scheduled and trained.

- Documentation evaluation checklist ~~must be~~ completed.

- Test Plan and evaluation criteria defined and approved.

- Interview guide/questionnaire developed.

- Interviewees identified and scheduled.

- Exceptions reports due to documentation from M&R-2: ECTA Functional Test ~~must be~~ obtained.
- BellSouth and CLEC documentation order specialist and user contact information obtained.
- Process for logging incidents defined and accepted.

~~Execution team must be identified, trained, and staffed.~~

~~Test Plan and evaluation criteria must be defined and approved.~~

## 9.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions~~sub-processes and functions materials~~ to evaluate ECTA documentation along with additional relevant information identified during the test.

| ***Objective: Documentation***<br>***Test Technique: Document Review and Interview*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| M&R Documentation | CLEC ECTA End-User Training and User Guide. |
| | CLEC Training Guide (M&R Sections). |
| | ECTA ~~Online~~ Help. |
| | Carrier Notifications. |
| | Joint Implementation Agreement (JIA) for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service. |

*Figure VII-X: -ECTA Documentation Evaluation Test Scope*

## 9.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.

3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log ~~exceptions~~ incidents noted during ~~test tool implementation and Certification Testing~~ testing.
6. Compile results.
7~~6~~. ~~Compile results.~~ Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

## 9.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Documentation checklists ~~must be~~ completed.
- Interview summaries ~~must be~~ completed.
- Exception ~~log must be completed~~ report(s) completed.
- Summary evaluation report ~~must be~~ completed.
- Exit review completed.

~~Results summary and reports must be delivered KPMG.~~

# *10.0 M& R-10: M& R Process Evaluation*

## 10.1 Description

This evaluation is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

## 10.2 Objective

The objective of Sub-Test 1 is to evaluate the equivalence of BellSouth's end-to-end processes for retail and wholesale trouble reporting and repair. The objective of Sub-Test

2 is to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

## 10.3 Entrance Criteria

The entrance criteria for this test are presented by sub-test.

### 10.3.1 Entrance Criteria ~~For~~for Sub-Test 1

- Global Entrance Criteria satisfied
- Retail and Wholesale process flow documentation available.
- Retail and Wholesale Technician job aids (e.g. M&Ps) are available.

### 10.3.2 Entrance Criteria For Sub-Test 2

- Global Entrance Criteria satisfied.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.
- BellSouth test-bed and customer account data loaded and verified by Test Manager.
- Test scenarios selected and approved.
- Evaluation criteria, expected result files and test logs defined and approved.

## 10.4 Test- Scope

The test scope will address the following sub-processes and functions to evaluate the M&R process.

| ***Objective: Process Evaluation*** ***Test Technique: Inspection, Interview and Transaction Processing*** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| 1. End-to-End M&R Process | Compare process flow and work support documentation for retail and wholesale. |

| Objective: Process Evaluation<br>Test Technique: Inspection, Interview and Transaction Processing | |
|---|---|
| **Sub-Process** | **Function** |
| 2. End-to-End Trouble Report Processing | Observe and assess trouble report processing under various wholesale maintenance conditions using BellSouth test facilities. |

*Figure VII-XI: M& R Process Test Scope*

## 10.5 Test Activities

The test activities for this test are presented by sub-test.

### 10.5.1 Test Activities Sub Test 1

1. Identify and obtain all process and work support (e.g. M&Ps) documentation available for review.
2. Review documentation and identify differences between wholesale and retail processes.
3. Interview BST personnel to ascertain parity in M&R process between retail and wholesale.
4. Flag any exceptions and determine next steps in exception resolution process.
5. Document process analysis results.

### 10.5.2 Test Activities Sub Test 2

1. Confirm that test bed facilities are operational and introduce faults as needed.
2. Conduct circuit test if applicable for each test scenario.
3. ~~test~~Log test results.
4. Create and submit trouble ticket via TAFI or ECTA.
5. Periodically monitor each trouble report throughout its life.

6. Log -significant events in the trouble report life cycle (error occurrences, corrections, trouble ticket submission time, time cleared, etc.)
7. Calculate time to repair measurements for each test scenario fault repaired.
8. Document observations.
9. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
10. Generate test results report.

## 10.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

# VIII. ~~Forecasting &~~ Change Management Test Section

## *A. Overview*

The purpose of this section is to define the ~~Forecasting and~~ specific Change Management tests ~~needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia PSC's Order.~~ to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

## *B. Scope*

The ~~forecasting and~~ change management test scope is based on the following test dimensions: interface, test objectives, product categories, and test techniques. ~~The test cycles are based on those combinations of test dimensions that are required within the scope of the Georgia Order.~~ The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

| ***Test Cycles*** | ***Process Domains*** | | | |
|---|---|---|---|---|
| | ***Interface*** | ***Primary Test Objective*** | ***Product Category*** | ***Test Techniques*** |
| ~~FCM-1: Forecasting Review~~ | ~~TAG, EDI, TAFI, ECTA, ODUF/ADUF~~ | ~~Documentation~~ | ~~Resale UNE~~ | ~~Interview Document Review Observation~~ |
| ~~F~~CM-~~2~~1: Change Management Practices Review | TAG, EDI, TAFI, ECTA, ~~ODUF/ADUF~~ | Documentation | Resale UNE | Interview Document Review Observation |

*Figure VIII-I: ~~Forecasting &~~ Change Management (~~F~~CM) Test Cycles*

## C. Test Cycles

### ~~1.0 FCM 1: Forecasting Process Review~~

#### ~~1.1 Description~~

~~The Forecasting Process Review will evaluate key aspects of BellSouth's ability to forecast future line/UNE growth for CLECs. The results of this Test will depend on checklists and inspections.~~

#### ~~1.2 Objective~~

~~The objectives of this Test are to determine the existence and functionality of key procedures for developing, publicizing, conducting, and monitoring forecasting efforts, and to ensure that the overall forecasting process has appropriate and effective management oversight.~~

#### ~~1.3 Entrance Criteria~~

- ~~Global Entrance Criteria must be satisfied.~~
- ~~Process evaluation checklist must be completed.~~
- ~~Interview guides must be completed.~~
- ~~Test Plan and evaluation criteria must be defined and approved.~~
- ~~BST personnel to be interviewed for the forecasting functions must be identified.~~
- ~~BST forecasting function documentation relative to forecasting line/UNE growth for CLECS must be provided.~~
- ~~Copies of recent forecasts must be obtained for review to measure adherence to guidelines/processes.~~

#### ~~1.4 Test Scope~~

~~The test scope will address the following sub-processes and functions to evaluate BellSouth's forecasting process~~

| ~~Sub-Process~~ | ~~Function~~ |
|---|---|
| ~~Forecasting~~ | ~~Forecast development~~ |

| ~~Sub-Process~~ | ~~Function~~ |
|---|---|
| | ~~Forecast publication and confirmation~~ |

~~*Figure VIII-II: Forecasting Process Review*~~

## ~~1.5 Test Activities~~

1. ~~Obtain and review BST forecasting documentation.~~
2. ~~Arrange interviews with BST forecasting personnel.~~
3. ~~Perform interviews and documentation reviews.~~
4. ~~Complete evaluation checklists and interview summaries.~~
5. ~~Report *Severity Level 1, 2 and 3* test exceptions.~~
6. ~~Develop and document findings.~~

## ~~*1.6 Exit Criteria*~~

- ~~Global exit criteria must be satisfied.~~
- ~~Evaluation checklists and interview summaries must be completed.~~
- ~~Summary report must be completed.~~
- ~~Post-mortem analysis for test cycle must be conducted.~~
- ~~Results summary and formatted data must be delivered to KPMG.~~

# *~~2~~1.0 ~~FCM-2~~1: Change Management Practices Review*

## ~~2~~1.1 Description

The~~is~~ Change Management Practices Review~~Test~~ evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective ~~relationships~~ operations between BellSouth and CLECs. The results of this t~~T~~est will rely upon checklists and inspections.

The Change Management Practices Review ~~Test~~ will evaluate the current BellSouth process used to manage CLEC- and BellSouth-requested changes to ~~the~~ BellSouth's OSS interfaces, through the EICCP and Carrier Notification processes. The interfaces ~~in question~~to be reviewed include the following:

- EDI
- TAG
- TAFI
- ECTA

~~ADUF/ODUF~~

## ~~2~~1.2 Objective

The objective of the ~~is~~ Change Management Practices Review ~~Test~~ is to assess the adequacy and completeness of procedures for developing, publicizing, conducting, and monitoring change management.

The Review ~~Test~~ will evaluate BellSouth's ability to:

- Migrate and adhere to those industry standards that impact electronic interfaces relative to order, pre-order, and maintenance.
- Ensure continuity of business processes and systems operations.
- Establish and adhere to processes for communicating and managing changes.
- Allow for mutual impact assessment and resource planning to manage and schedule changes.
- Appropriately prioritize requested changes.

## ~~2~~1.3 Entrance Criteria

- Global entrance criteria satisfied.
- Detailed test cycle checklist created.
- Test logs and validation instructions created and results reporting template completed.
- Test execution team identified, scheduled, and trained.

- Electronic Interface Change Control Process (EICCP) fForms and dDocuments ~~must be~~ obtained.

~~Global entrance criteria must be satisfied.~~

~~Process evaluation checklist must be created.~~

~~Interview guidelines must be created.~~

- Other procedural and technical documentation ~~must be~~ obtained.
- BellSouth documentation on its change management functions provided.
- Obtain copies of recent change management artifacts for review to measure adherence to guidelines/processes.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~BST personnel to be interviewed for the change management functions must be identified.~~

~~BST documentation on its change management functions must be provided.~~

~~Copies of recent change management documents~~ artifacts ~~must be obtained for review to measure adherence to guidelines/processes.~~

## 21.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate BellSouth's change management process:~~:~~

| ~~Sub-Process~~ | ~~Function~~ |
|---|---|
| Change Management | Developing change proposals. |
| | Evaluating change proposals. |
| | Implementing change. |
| | Intervals. |

| Sub-Process | Function |
|---|---|
| | Documentation. |
| | Tracking change proposals. |

*Figure VIII-~~IV~~II: Change Management Practices Review Scope*

## 21.5 Test Activities

1. ~~Obtain and~~ Rreview BellSouth~~ST~~ Change Management documentation and artifacts.

2. ~~Arrange~~ Conduct interviews with key ~~BST~~Change Management personnel as appropriate.

3. ~~Perform interviews and documentation artifact reviews~~

34. ~~Complete evaluation checklists and interview summaries~~Document findings.

4.5. ~~Report all *Severity 1, 2, and 3* test exceptions.~~Resolve exceptions

6. ~~Develop and document findings.~~

## 21.6 Exit Criteria

- Global exit criteria ~~must be~~ satisfied.
- Exception resolution activities and reports complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Evaluation checklists and interview summaries must be completed.~~

~~Summary report must be completed.~~

~~Postmortem analysis for test cycle must be conducted.~~

~~Results summary and formatted data must be delivered to KPMG.~~